This section provides useful information that will facilitate easier, more productive use of this CD-ROM product. To view this section, use the navigational links in the upper right corner of the screen or click on a specific help topic in **blue** below:

QUICK HELP

◆ **Troubleshooting Assistant**

CONFIGURING YOUR COMPUTER

◆ **Monitor Settings**

◆ **Sound and Video**

◆ **Sound and Video/MP3 Audio**

◆ **Printing**

USING ACROBAT

◆ **Navigation**

◆ **Tool Bar Icons**

◆ **Viewing Material in 2-column Format**

◆ **Web Links to the Internet**

SEARCHING

◆ **Conducting a Search**

◆ **Search Examples**

◆ **Viewing Search Results**

◆ **Changing Search Preferences**

CD-ROM SUPPORT

◆ **Troubleshooting**

◆ **Technical Support**

◆ **About the CD-ROM Producer**

Use the tools below to help you troubleshoot problems you may have with this CD-ROM. If this page does not help resolve your problem, continue on to the **Troubleshooting** section. Note: not all CD-ROMs require QuickTime or audio.

YOUR SYSTEM

We have detected the following configuration on your system, and have found the possible issues listed below:

Acrobat Version: _____

Operating System: _____

Search Available: _____

Possible Issues:

QUICKTIME

If you have installed QuickTime on your system, the graphic at right should read "QuickTime Installed".

If you are prompted to install QuickTime components, install the software, then click the "Refresh" button at right.

REFRESH

AUDIO

Click the buttons below to test your speakers:

LEFT SPEAKER | **JOINT STEREO** | **RIGHT SPEAKER**

MP3 AUDIO

If you do have MP3 player software installed, click the button below to test if it opens and plays correctly. To return to this screen, close your MP3 player when finished.

TEST MP3 PLAYBACK

For the best on-screen viewing, it is recommended you have your monitor set to a **minimum** resolution of 800 by 600 pixels and thousands of colors (16 bit). To adjust these settings, follow the instructions below:

To play sound or video, your computer must have the appropriate sound and video hardware installed, and Apple QuickTime® version 5.0 or later.

INSTALLING QUICKTIME

The Apple QuickTime software is included on this CD-ROM if audio and video content are present. It is not necessary to install the QuickTime software if your computer already has version 5.0 or later, or if you will not be using the movies or sounds included on the CD-ROM.

> **To Install QuickTime from this CD-ROM:**

For support and the latest version of QuickTime, visit

http://www.apple.com/quicktime

PLAYING A MOVIE OR SOUND CLIP

If the videos do not automatically begin playing as soon as they are opened, move the cursor over the video. When the cursor moves over a movie or sound clip, it will change into a "filmstrip" (🎞). Click once to start playing the clip.

During playback, clicking once on the video image will pause the video. Double-click the video image to resume playback from that point.

To stop playing a movie or sound, click outside the video or press the **Escape** key.

IF VIDEO PLAYBACK IS POOR OR "CHOPPY"

For best video playback, a 4x speed CD-ROM player or faster is recommended.

The minimum recommended system requirements for quality playback on your system are:

If your computer does not meet the minimum system requirements, you may have difficulty playing video clips and audio content. You will still be able to view, search and print the non-multimedia content of this CD-ROM.

MP3 AUDIO

To play MP3 audio content, your computer must have the appropriate sound hardware (sound card and speakers), and MP3 player software installed.

If this CD-ROM contains MP3 content and you do not have MP3 player software, follow these instructions:

Windows

You can install the free **Zinf** player from this CD-ROM, found in the "MP3 Player Installer" directory. This player is simple to use and is compatible with all versions of Windows from 95 and later.

When starting Zinf for the first time, it may ask if you wish to reclaim or associate Zinf with music files. Click **Yes** to automatically launch Zinf when opening MP3 files.
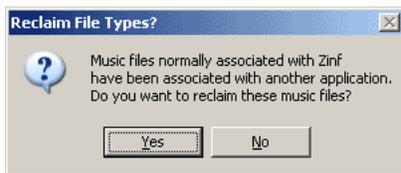
Note: Omnipress is not responsible for any problems that may be associated with the installation of third party software.

Macintosh

Macintosh computers only need QuickTime 4 or newer to play MP3 files. If you do not have QuickTime installed, refer to the **previous page** for installation instructions.

PLAYING MP3 FILES

When you click a link to an MP3 file, the MP3 will open in a separate Zinf or QuickTime Player window. To return to the page you were on, close the new MP3 window (or quit the player software if you do not intend to listen to any more MP3s).

A WORD ABOUT QUICKTIME

If you use QuickTime to play back multimedia from this CD-ROM, you may be prompted occasionally to upgrade to QuickTime Pro (though never more than once per day). **You do not need to upgrade in order to use QuickTime.** The Pro version gives you more options for editing and saving QuickTime multimedia in different formats. As this software is provided free of charge by Apple Computer, the upgrade message cannot be disabled or removed.

MENUS
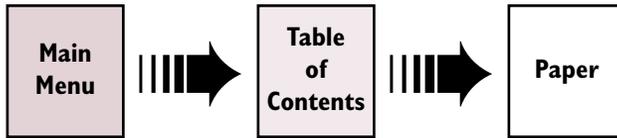
Generally, our CD products navigate from a "Main Menu" to some type of index (usually a Table of Contents, Author Index, or both). From these indexes, by clicking on a blue document title (text in bright blue typically indicates a hyperlink) you can view that paper.

Click here for an example of a "hyperlink" to a paper.

PAPERS

Usually bookmarks appear in the left-hand frame of a paper. Bookmarks can move you directly to a new location in the document, back to a previous index or menu, or provide shortcuts to frequently used menu items.
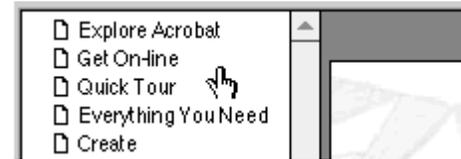
If the paper or index you are viewing is too large to fit in the window, you can use the scroll bars on the right and bottom of the window to see the rest of the document.

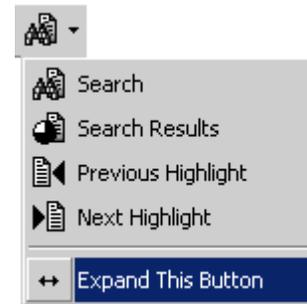Move your mouse over a tool bar icon below to learn more about its function.

Tool:

Description:

TOOL GROUPS

Starting with Acrobat 5, many of the tool bar icons are shown grouped into menus by default (they are displayed in expanded view above). To access the rest of the tools in a tool group, click the little inverted triangle (▾) to pull down the menu.

To make all the tools in a group available on the tool bar, select "Expand This Button" at the bottom of the menu. You can collapse the tools back into a menu by clicking the triangle (◀) again.

Some tool functions may not always be available, depending on your configuration of Acrobat Reader and the type of PDF you are viewing.

VIEWING MATERIAL IN 2-COLUMN FORMAT

Material on this CD-ROM that is in two-column format sometimes has an added "Articles" feature to enhance on-screen readability. This page has had this feature added to give you an example.

How it works

Position the **Hand** pointer over this column. An arrow will appear in the palm of the hand. Click once and your screen will adjust to display only one column at a time.

After you have activated the Articles feature, your screen will have adjusted to display only this column.

By clicking, you advance to the continuing part of the column that you are reading. When you reach the bottom of a column, the Articles feature takes you to the top of the second column.

Click again and you will be automatically taken to the top of the next column.

NAVIGATING IN "ARTICLES" MODE

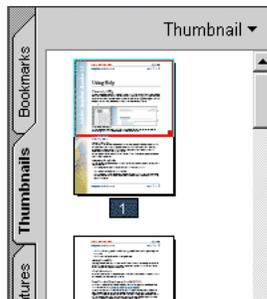**Next View**
Click mouse.

Previous View
Shift + mouse click.

Beginning of Document
Control (Windows) or Option (Mac) + mouse click.

Exit Articles Mode
Click the Fit Width button.

Clicking the **Navigation Pane** button (right) and selecting the **Thumbnail** tab displays a "Thumbnail" view of the page in the left frame of your screen (shown at left). The thumbnail shows you where your view is in relationship to the page.

If you are currently in the Articles viewing mode, click one more time to exit.

When you click a web link in a PDF document, your default web browser opens for you to view the linked web page (you need a web browser installed on your computer and internet access). Not all CD-ROMs will contain web links.

SETTING YOUR PREFERENCES

1. Open the Reader preferences window by selecting from the menu bar above:

2. Click on **Options** to bring up the miscellaneous preferences.

3. Check all the boxes (☑) in **Web Browser Options**.

5. Click OK to save your preferences.

HOW WEB LINKS WORK

When the **Hand Tool** is moved over a web link, a "W" appears inside the hand. Click the link once to open the web page in your primary web browser.

CONDUCTING A SEARCH

1. Click the **Search** button on the tool bar.

2. Type the words or phrases you are looking for in the main white box in the search window.

3. Check any options you would like Search to use.

4. Click **Search**. The Search Results window will automatically appear with a listing of documents found containing the information you entered.
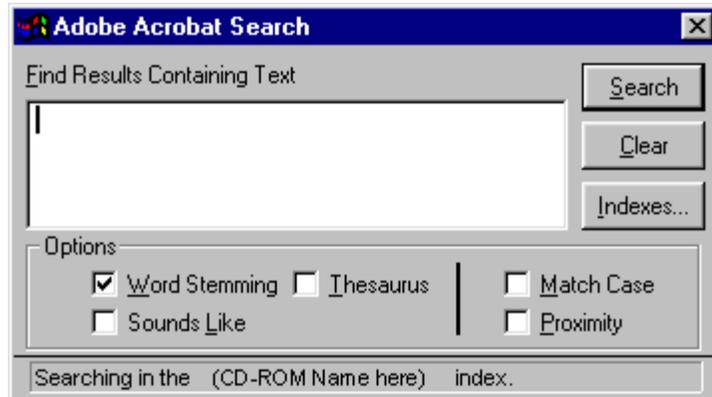
Double-click a paper name in the Search Results window to open that paper.

To return to the listing of results, click the **Search Results** button on the tool bar.

REFINING A SEARCH

Performing a search on the original search results will better narrow the search results. Follow steps 1, 2 and 3, then hold down the Control (Windows) or Option (Macintosh) key. The Search button will become a Refine button. Click Refine to narrow your original search.

Move your mouse over the graphic below to learn more about the Search window (Windows version shown).

Adobe Acrobat Search

Find Results Containing Text

| Search |
| Clear |
| Indexes... |

Options
- ☑ Word Stemming
- ☐ Sounds Like
- ☐ Thesaurus
- ☐ Match Case
- ☐ Proximity

Searching in the   (CD-ROM Name here)   index.

Item:

Description:

A **query** is the word or phrase you enter into the **Find Results Containing Text** box in the **Search** window.

> If you are searching for a phrase that would contain any of the search terms **and**, **or**, **not**, *****, or **?** you must surround the phrase in double quotes (example: "shaken not stirred") or you may not get the correct results.

Query:	Would find documents containing:	Example of:
price	The word "price"	Searching for a single term
price controls	The phrase "price controls"	Searching for a phrase
price AND discount	Both words "price" and "discount"	Searching with Boolean AND
price OR discount	Either "price" or "discount"	Searching with Boolean OR
price AND NOT discount	"price" but not "discount"	Searching with Boolean AND NOT
(total profit) AND (revenue OR income)	The phrase "total profit" and either "revenue" or "income"	Combining Boolean operators
"profit and loss"	The phrase "profit and loss"	Using double-quotes to search for a phrase that contains the search operator "and"
succe*	Any word that begins with "succe", such as "success," "succeed", and "successful"	Searching with wildcard characters
report??	Any term that begins with "report" followed by any two characters, such as "report08" and "reporter" but not "reporting" or "reports"	Searching with wildcard characters

Clicking on the **Search Results** button will allow you to return to the Search Results window for selecting other papers.

To view a paper, select the title in the window and click the **View** button, or double-click the title.

Clicking the **Info…** button will give you general document information of the highlighted title.

RELEVANCE RANKING (SCORE)

Acrobat® Search displays the documents in the Search Results window in order of relevance, or Score by default. A document's Score indicates how likely it is that the document contains the information for which you are searching.

There are five icons to indicate a document's Score:

High Score ● ◐ ◑ ◔ ○ **Low Score**

With a single search term, for example, the Score indicates how frequently the term appears in the document.
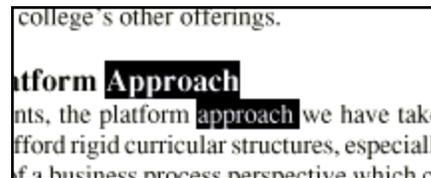
Search Results window (Mac OS 9 version).

VIEWING THE WORDS/PHRASES RETURNED

When you view one of the papers the search has resulted in, the word or phrase is highlighted within that paper. You can use the scrolling search keys to move back and forth to the next highlighted location of that word or phrase.

Search Previous

Search Next

SETTING PREFERENCES

To modify your search preferences, select from the menu bar above:

DOCUMENT INFORMATION FIELDS

Checking **Document Information** in the **Include In Query** section will add the options of searching the Title, Subject, Author, or Keywords fields (this CD-ROM will contain searchable information in the Title field, but may not have data in the other fields). Thus, in addition to searching the full-text search index, you can search specific fields:

For example, if you were looking for a paper with "seminar" in the title, you would type **seminar** in the Title field and click **Search**. The Search Results window would only display papers where the titles contain "seminar".

As a first step, go to the **Troubleshooting Assistant** page before reading the following common questions about Acrobat.

PROBLEM:	SOLUTION/SUGGESTION:
Multimedia	
I can't play audio or video content.	Audio and video require QuickTime 5 or later to be installed on your computer. Look inside the CD-ROM jewel case for installation instructions or run the **Setup** program on this CD. Related topics: **Audio and Video**
The video playback is choppy or poor quality.	Video requires fast computers (PCs with Intel® Pentium® processors or Power Macintosh® computers) and a fast CD-ROM drive (4x or faster recommended) for optimal viewing. Related topics: **Audio and Video**
I can play a sound or video, but I don't hear anything.	Your computer needs the appropriate hardware in order to play audio. All Macintosh computers ship with basic audio hardware, but not all Windows computers do. If you know you have a sound card or other audio hardware, check if your volume settings are off or set too low. Mac users should make sure the Mute box is unchecked in the **Monitors and Sound** control panel (Mac OS 9) or **Sound** preference panel (Mac OS X). Related topics: **Audio and Video**
When I click a Web link in a PDF file in Windows 98, Acrobat Reader freezes.	In Acrobat® Reader 4, when Windows Media Player 7 is running (that is, playing audio or movie files) you may experience a crash when clicking a web link in a PDF document. You will need to use the version of Acrobat® Reader on this CD-ROM or a version of Reader newer than 4.0 to avoid this problem.

More ⟾

PROBLEM:	SOLUTION/SUGGESTION:

Display Problems

The on-screen text looks too "fuzzy."	The default settings for display are "Smooth Text" and "Smooth Images". If this appears too blurry, you can change your preferences by selecting **Display** in your Acrobat® Reader Preferences and unchecking these options. This may also be the result of scanning a poor-quality original document.
The on-screen text and graphics look poor or "speckled".	This can occur if your monitor is set to 256 colors or less. Thousands of colors (16-bit "High Color") or greater is recommended for optimal viewing. If your monitor and computer hardware support it, increase your colors beyond 256. Related topics: **Monitor Settings**
The tables and lines in PDFs show up with different line thicknesses.	Acrobat® Reader 4.0 and later may incorrectly display table and line widths. The lines may appear at varying weights, even though the lines may be the same weight, or the lines may drop out if the magnification is too low to display the level of detail. The lines may appear correctly at a higher magnification (such as appearing correctly at 200% but disappearing at 157%.) and will have the correct width when printed to a laser printer.
I am an author/speaker. The graphics in my paper on this CD-ROM look much worse than in my original Microsoft Office document.	Microsoft Office applications, such as Word or PowerPoint, include a smoothing (known as anti-aliasing) feature that automatically smooths images for on-screen display. Acrobat viewers do not include the same feature, so images may appear less smooth in PDF than in a Microsoft Office application.

PROBLEM:	SOLUTION/SUGGESTION:

Display/Navigation Issues

When I open a paper, I don't have any links back to the Main Menu or index files.

If you are viewing a paper or presentation, use the bookmarks in the left-hand navigation panel or choose **Document > Go To Previous Document** to return to the menu or index where you opened the paper. Menus and indexes will have links to take you back to the Main Menu.

Related topics: **Navigation**

When I click a bookmark or choose File > Close, I'm left with a blank screen.

The **Open Cross-Document Links in Same Window** preference is checked. While this is correct, it may not work with older CDs. Go to the **Options** (or **General**) section of your Acrobat® Reader preferences to turn this option off. You can also click the button below to have this setting changed for you automatically.

CHANGE THIS FOR ME

I have problems when I click a web link.

In order to link to the web, you must have a web browser installed on your computer and access to the internet. Acrobat® Reader uses your default web browser to open web links.

There may also be problems out of our control when linking to the web: the web server may be down, the page may be missing, your internet provider may be experiencing problems, etc. Try coming back to the web link at a later time.

Related topics: **Web Links**

Sometimes when I copy text out of a paper and paste it in a word processor, some words are misspelled that look correct on screen. Why?

Scanned PDF (Acrobat) files have two layers to them: a display layer, which is for on-screen viewing and printing, and a hidden text layer, which Acrobat® uses when you copy text from a document (it also uses this to search). When PDF files are created from scanned hard copy originals, Acrobat tries to recognize the words so it can store them in the text layer. While the software is nearly 100% accurate, it is not quite perfect and some words aren't read correctly. Occasionally these errors show up in the text layer.
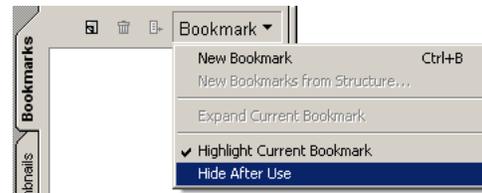
PROBLEM:	SOLUTION/SUGGESTION:

Display/Navigation Issues, continued

When I click a bookmark, my bookmarks disappear.

Acrobat 5 and later introduced the ability to hide the bookmark pane when a bookmark is clicked. This is turned off by default, but is often enabled by accident. In the **Bookmarks** pane, make sure **Bookmark > Hide After Use** is unchecked.

When I launch Reader, I get a message stating that "You cannot view Adobe PDF files from within your web browser…"

You do not want your browser to use the Reader version on the CD-ROM; if you remove the CD, the browser will be trying to use a copy of Reader that is no longer there.

If you see this message, make sure "**Always perform this check when starting Acrobat**" is **NOT** checked and click **No**.

Searching Issues

I can't perform a search on my CD-ROM.

This usually occurs if your version of Acrobat® Reader does not have Search installed. Follow the instructions on the inside of your CD-ROM jewel case on how to access the Acrobat® Reader and Search software included on this CD.

Search in Acrobat 5 is not compatible with Mac OS X, but does function in "Classic" mode. Follow the steps listed **here** to run Acrobat in the Mac OS X Classic environment.

I want to print out my Search Results window, but I can't figure out how.

The current version of Acrobat Reader does not support printing out your search results. For an explanation of how to print your Search Results, refer to the **Printing** section.

PROBLEM:	SOLUTION/SUGGESTION:

Searching Issues, continued

Searching doesn't work when I use Adobe Reader 6 or later.

Where has the "Find" feature gone?

Adobe completely rewrote the search engine with Reader 6, which is not compatible with older indexes. It replaces both the "Search" and "Find" features found in earlier versions of Reader. The index on this CD-ROM was intended to be used with the Reader 5 version included on the CD. We recommend you run the Setup program on this CD-ROM to view the material as it was designed.

If you absolutely **must** use Reader 6 or later with this CD-ROM:
1. Click the Search toolbar icon (binoculars) to bring up the Search PDF function.
2. Enter the text you wish to search for.
3. Change the **Look In** (Windows) or **All PDF Documents In** (Mac) menu item to **Browse for Location…**
4. Locate this CD-ROM and select the folder of PDFs you wish to search. Click **OK**.
5. Check any options you wish and click **Search** to begin searching for your search phrase.

When I do a search, the Search Results window doesn't show all the papers. I know there's more that match my criteria. How do I see all of them?

By default, Acrobat® Search limits the number of documents displayed in the Search Results window to the top 100 matches. You can increase this number by opening your Search preferences and changing the value in the **Show First: [#] Documents** field, or by clicking the button below. The largest number you can enter here is 1000.

Related topics: **Search Preferences**

Sort By: Score

Show First: 1000 documents

PROBLEM:	SOLUTION/SUGGESTION:

Errors and Error Messages

My computer often freezes or locks up when viewing CD-ROM content.	Usually some simple computer maintenance is needed. Windows users should delete temporary (.tmp) files on their hard drive and run **ScanDisk** (set **Type** of test to **Thorough**, **Automatically fix errors** should be checked). Mac OS 9 users should rebuild their desktops (restart and hold down the option and command (⌘) keys) and run **Disk First Aid**.

Crashes that are not fixed by these measures may be software conflicts or hardware issues beyond what we can support, such as corrupted drivers or systems, viruses received from the Internet, or dirty or failing CD-ROM drives. If still you have frequent crashes or other hardware problems, you may need to have your computer serviced by a licensed technician. |
| **When I remove this CD-ROM from my computer, I can no longer view PDF files.** | This CD-ROM was designed to run without installing the Acrobat Reader software to your computer's hard drive. If you wish to view PDFs other than those on this CD, you can download and install the latest Acrobat Reader software from:

http://www.adobe.com/products/acrobat/readstep2.html |
| **I'm having problems with Acrobat on my Windows® 3.1/UNIX® machine.** | Unfortunately, Acrobat Reader versions 4.0 and higher do not run on Windows 3.1. Therefore we can no longer support Acrobat on the Windows 3.1 operating system.

Omnipress does not offer technical support for UNIX. |
| **(Macintosh only)**
I am getting an error message about Acrobat Reader requiring CarbonLib 1.2.5 or later. | Acrobat Reader needs certain extensions to be able to run, including a more recent version of the CarbonLib extension. The CarbonLib 1.2.5 installer can be found on this CD-ROM in the **xtras** directory (at the bottom of the CD-ROM Finder window).

> 🛑 Acrobat Reader requires CarbonLib 1.2.5 or later. Please re-install Acrobat Reader. Acrobat Reader will now Quit. |

PROBLEM:	SOLUTION/SUGGESTION:

Errors and Error Messages, continued

| **Sometimes text appears smooth on-screen, but when I return to that same text later it looks rough or jagged.** | This problem sometimes occurs with displaying scanned text pages in Acrobat Reader 5.0 or later. Often this is a memory issue; Acrobat is not getting enough of your computer's memory (RAM) to smooth the image. Be sure your computer meets the minimum system requirements to use this CD-ROM (usually printed on the back of the jewel case). |
I get a message when opening some PDF files referring to a "ColorSpace".	Usually you will only see this message when attempting to open PDFs in Acrobat Reader 3.0. Follow the instructions inside your jewel case for using the Acrobat Reader version installed on this CD-ROM.
(Macintosh only) **Sometimes when I launch Acrobat Reader or do a search, I get prompted to insert a different CD-ROM.**	Acrobat Reader tries to keep track of your indexes, even when your CD-ROM is not in the drive. If you get the message at right, click Cancel. To stop seeing these messages, you will need to remove any extra indexes from Acrobat Reader. With your Search window open, click the **Indexes...** button. Highlight any grayed-out indexes and click the **Remove** button. If you accidentally remove all the indexes and want to search your current CD-ROM, quit and restart Acrobat Reader.
When I double-click a PDF file, it opens in an old version of Reader when I know I have a newer version installed.	It's possible to have more than one version of Acrobat Reader on your computer. Uninstall all copies of the Reader software from your computer, then run Acrobat Reader from this CD-ROM or re-install the latest Reader + Search from **www.adobe.com**. Having multiple copies of Acrobat Reader may cause problems with displaying PDF files properly.

PROBLEM: **SOLUTION/SUGGESTION:**
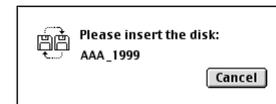
Errors and Error Messages, continued

I am having many problems using Acrobat Reader with Mac OS X.

You can resolve most compatibility problems by upgrading to Mac OS X 10.1.5 or newer, or by running Acrobat Reader in Classic mode:

1. If you are running Acrobat Reader from this CD-ROM, make a copy by dragging the Acrobat Reader icon to your desktop.

2. Click once on the copy to select and choose **File > Get Info**. The Acrobat Reader Info box opens.

3. Check the **Open in the Classic Environment** box, and then close the Acrobat Reader Info box. Double-click Acrobat Reader to run in Classic.
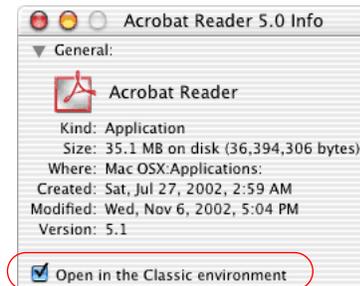
Printing Issues

When I print some PDFs, the top and bottom of the pages are cut off.

Some papers on this CD-ROM may have been created on A4 (or other large format) paper. To fit the entire page on an 8 ½" x 11" sheet, go to **File > Print** and check the **Shrink Oversized Pages to Paper Size** box in your print window.

Mac users may have to select **Adobe Acrobat** from the pull-down menu to find this option.

PROBLEM: **SOLUTION/SUGGESTION:**

Installation Issues

I already have Acrobat software on my computer. Do I really need to install the version on the CD-ROM?

If you've downloaded the Acrobat software from the web, you may not have all the files necessary for viewing this CD-ROM properly. We recommend removing all old copies of the Acrobat® Reader software from your computer and running the version on this CD-ROM.

Windows users: use the **Add/Remove Programs** control panel (**Start > Settings > Control Panel**) to remove old copies of the software, or run the Uninstall Acrobat Reader application.

Mac users: locate the Acrobat Reader folder on your hard disk and drag it into the trash. Next, open your **System Folder**, then the **Preferences** folder, and find any "Acrobat Reader" preference files. Drag these to the trash, and select **Empty Trash** from the **Special** menu.

I downloaded a newer version of Acrobat from Adobe's web site. Can't I use this instead?

Yes, this CD-ROM can still function with a newer version of Acrobat, although we cannot provide support for this. If you wish to use the version of Acrobat installed on your hard drive, be sure you chose to install the Search option during your Reader installation for search to work (this is not installed by default). With your newer Acrobat viewer running, open the main menu PDF on root level of the CD-ROM (usually titled "Begin.pdf") to use this product.

I need to get back to the Setup menu that ran the first time I used this CD-ROM.

Windows users: run **Setup.exe** found at the root level of this CD-ROM.

Mac users: in the Finder, run the **Setup** application in the main window of this CD-ROM.

How do I uninstall this CD-ROM?

Windows users: run **Remove.exe** found at the root level of this CD-ROM.

Mac users: you do not need to take any steps to uninstall; just eject the CD-ROM.

Didn't find your solution? Click here to access the Omnipress CD-ROM Troubleshooting web page for more solutions to common CD-ROM problems, at **http://www.omnipress.com/support/cdrom/**

OMNI-CDS™

For general product usage, navigation, searching or context-related issues contact:

Omnipress Technical Support
8 a.m. - 5 p.m. (CST) Mon. - Fri.
(608) 246-2600 • FAX (608) 246-4237

Please ask for CD-ROM Technical Support.

Have the following readily available before calling:

◆ Your name and phone number

◆ CD-ROM product name

◆ The type of computer you are using

◆ Computer operating system
(Windows or Mac OS and version number)

◆ A detailed description of your problem, including any messages from the **Troubleshooting Assistant**

You can also find support on our web site at:

http://www.omnipress.com/support/cdrom/

ACROBAT® SOFTWARE

For questions relating to Acrobat® software-related problems (printing, installing, computer compatibility issues) contact:

Adobe Acrobat® Support
9 a.m. - 6 p.m. (PST) Mon. - Fri.

Windows: (900) 555-2200
Macintosh: (900) 555-3300
UNIX: (900) 555-4400

http://www.adobe.com/support/main.html

OTHER RESOURCES

Microsoft (Windows problems)
http://www.microsoft.com

Apple Computer (Macintosh problems)
http://www.apple.com/support/

Omnipress - general web site
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